

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of

George, et al.

Serial No.: 10/728,755

Group Art Unit: 2142

Filing Date: December 8, 2008

Examiner: Frink

For: METHOD AND STRUCTURE TO ANALYZE WEB CLIENT DIALOGS

Honorable Commissioner of Patents  
Alexandria, Virginia 22313-1450

**PRELIMINARY AMENDMENT  
AND STATEMENT OF SUBSTANCE OF INTERVIEW**

Prior to evaluation on the merits, please amend the above-identified  
application as indicated herein.

YOR920030318US1 (YOR.481)